

PERSON SPECIFICATION

Post Title: Catering Team Leader

GROUP or Department: Corporate – Facilities - Catering

AFC Ref: A0015a

ATTRIBUTE	ESSENTIAL	HOW IDENTIFIED	DESIRABLE	HOW IDENTIFIED
Experience	<p>Previous Supervisory Catering experience in a similar role</p> <p>Experience in high volume catering operations and procedures</p> <p>Have a working knowledge and understanding of relevant statutory work place legislation and regulations including Food Safety, Hygiene (kitchen/personal), Health & Safety H.A.C.C.P and Allergens.</p> <p>Experience in implementing food safety controls and stock control</p> <p>Experience of supervising Health & Safety within a catering environment</p>	AF/I	<p>Previous NHS catering experience within commercial and patient feeding and understanding of special diets</p> <p>Experience of a computerised catering management system eg POS/MenuMark</p>	AF/I
Qualifications	<p>Level 3 Food Safety Certificate</p> <p>NVQ level 2 Customer Service (or equivalent skills/experience)</p> <p>NVQ level 3 in supervisory, Team Leader, NEBBS certificate (or equivalent skills/experience)</p> <p>COSHH Training</p> <p>GCSE grade C or above English and Maths</p>	AF/I	<p>To be willing to undertake and achieve the level 3 Food Safety Certificate</p> <p>Diploma in supervisory management or equivalent experience</p>	AF/I

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Personal Qualities	<p>Must be committed and self-motivated</p> <p>Able to work on own initiative or as part of a team</p> <p>Ability to work within set standards and to motivate and encourage high standards of employee performance</p> <p>Ability to work under pressure</p> <p>Be courteous and have a professional manner</p> <p>To demonstrate a methodical and organised approach to work</p> <p>Competent in the completion of forms and other official Trust documents</p> <p>Able to adhere to hospital and departmental policies and procedures</p> <p>Ability to impart learned knowledge to less qualified colleagues</p> <p>To actively support the Trusts goals for sustainability by encouraging and adopting sustainable ideas and practices</p> <p>Smart appearance with high standards of personal hygiene</p>	AF/I		

ATTRIBUTE	ESSENTIAL	HOW IDENTIFIED	DESIRABLE	HOW IDENTIFIED
Management / Supervision / Coordination skills	<p>Able to encourage and guide departmental employees through periods of change and altered work patterns and processes</p> <p>Ability to delegate duties and supervise work of designated team</p> <p>Ability to plan and prioritise own workload and set effective time-scales</p> <p>Ability to identify service needs and implement changes where necessary</p> <p>Ability to identify staff training needs and carry out on the job training and coaching</p> <p>Ability to work within set standards and to motivate and encourage high standards of employee performance</p> <p>Manage the completion of staff sickness forms when reporting sick and maintain contact with staff members where appropriate</p> <p>Ability to organise cover for emergency and short notice shifts to maintain services level agreements</p> <p>Manage staff rosters and overtime shifts, organise staff cover for staff absences, holidays, training courses etc</p> <p>Ensure there are sufficient resources to manage the level of activity and adjust accordingly</p> <p>Coordinate and plan staff leave within area of responsibility to maintain adequate levels of resources</p> <p>Ability to make decisions in the absence of the Catering Manager</p>	AF/I		

ATTRIBUTE	ESSENTIAL	HOW IDENTIFIED	DESIRABLE	HOW IDENTIFIED
Written skills	<p>To be able to follow written instructions, to be proficient in reading, writing and to be able to complete appropriate paperwork</p> <p>Excellent numeracy and literacy skills</p>	AF/I		
Communication/Verbal skills	<p>To be able to speak and receive written instructions, information effectively to hospital staff, patients and members of the public face to face and telephone communications</p>	I		
Responsibility for financial and physical resources	<p>Ability to manage, achieve and improve on income generation targets in retail units</p> <p>Ability to ensure all staff are aware of and briefed on targets, specials offers, meals deals and actively promote to all customers in order to achieve income targets</p> <p>Responsible for reconciling the daily cash and card takings with till reports</p> <p>Responsible for maintaining and reconciling all daily cash floats and holding safe keys</p> <p>Responsible for manging and reporting any cash discrepancies</p> <p>Responsible for the safe keeping and deposit of all income</p> <p>Coordinate and plan staff leave with in your area to maintain adequate levels of resources</p>	AF/I		

ATTRIBUTE	ESSENTIAL	HOW IDENTIFIED	DESIRABLE	HOW IDENTIFIED
Knowledge	<p>An understanding of food, nutrition and fluids including special dietary requirements and other feeding issues</p> <p>Knowledge of IDDSI therapeutic dietary levels</p> <p>Knowledge of the 14 food allergens, their symbols and responsibility of public awareness</p> <p>A knowledge, understanding and demonstrable efficient, high quality customer care and previous hospitality experience</p> <p>Ability to assist in the action of issues highlighted in Environmental Health Department reports and put in place effective remedial action</p> <p>A basic knowledge of computing skills and literacy</p>	AF/I		

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Physical skills	To be physically fit and able to undertake the physical aspects/manual handling of the role, including, operation of equipment, movement of stock and standing for long periods of time		•	
Mental Effort	Ability to work to strict time-scales and meet precise service deadlines		•	
Working Conditions	<p>Able to work in a hot environment, particularly during summer months.</p> <p>To stand for prolonged periods of time.</p> <p>To be able to work in a continuous chilled environment for specified posts.</p>		•	
Emotional Effort	<p>Emotional effort during contact with distressed relatives or very ill patients who may have problems with their food requirements</p> <p>Ability to manage and respond in difficult circumstances</p> <p>Counselling staff who may be experiencing illness, family problems or personal crisis</p>		•	

ATTRIBUTE	ESSENTIAL	HOW IDENTIFIED	DESIRABLE	HOW IDENTIFIED
Other	<p>Lead by example and promote a high standard of work ethic</p> <p>A flexible approach to work varied hours to meet the needs of the service</p>		•	

Notes on completion

Please complete only the criteria that are relevant to the post otherwise leave blank.

Essential criteria are those attributes required of the post holder without which an appointment cannot be made.

Desirable criteria are those attributes of the post holder, which would be useful, but not essential for the post holder to perform the role.

How tested: AF - Application Form
I - Interview
P - Presentation
T - Test

If you have any queries please contact your Human Resources Business Partner